# Summary of Experience

* Systems Administration \ Desktop Support with over 15+ years of experience in large corporate environments and start-ups.
* Recently completed consulting contracts with E2 CONSULTING ENGINEERS, INC. \ Chevron Federal Credit Union \AAA Mountain West Group
* Strong experience in both hardware and software installation.
* Experience leading a team for projects.
* Expertise providing support to large Microsoft / Mac OS X based environments.
* Strong Server, Network, Desktop, Laptop Media devices, (Tablets / Phones) experience along with IMAC’s, Win 7 to 10 tech refresh and migration.
* Proven skills working with and setting-up servers, internet connections, email and user accounts as well as network cable management.
* Can work under minimal supervision, knowing when to prioritize.
* Experienced in end user training.
* Local candidate available immediately. He has passed Background and Health-screen
* Currently studying for CCNA and ITIL certifications.

**Technical Summary:**

**Hardware**: IBM PC and compatibles installation and configuration of complete PC/Laptop systems Apple Mac OS X including CPUs, monitors, memory, modems, LAN/WAN, NIC's, TCP/IP, printers, cabling and other components. Perform Basic phone setup and programming. Ability to troubleshoot network, hardware and software conflicts.

**Software and Applications**: Oracle, IBM AS/400, EPIC, Citrix, Google G Suite admin, VERITAS Executive Backup, SCCM 2007,2012, Checkpoint Firewall, Remedy, Lotus Notes, Cisco, Blackberry, Bomgar, HP Web Jet Admin, Calyx Point, LANDesk, BartPE , ALTIRIS -Symantec Ghost and Endpoint, Ring central, Jira, Okta, Law Firm Software including Westlaw, PC Doc's, DTE, Outlook, LexisNexis, Adobe Photo Shop, Microsoft Office Suite O365, VDI. SharePoint, OneDrive for Business, Zoom and Skype for Business

Platforms: Support all current Microsoft desktop technologies, Azure AAD, Intune, Active Directory, TCP/IP, DNS, DHCP and Exchange Server. All Windows OS's, 95 to Win10, Apple Mac OS X 10.4 to Sierra, Novell 4.xx, Solaris Linux, UNIX

**Environment**

Windows, SAT Tool, MWI, Smart Tool, Lotus Notes, Blackberry, Network Printers, MS Office, Printers, Servers, Nagios, HP Servers, Linux, Laptops, McAfee, Tivoli, EPO, IDX, DL380, Servers, Compaq, MAC, MS Office, Adobe, IBM PC, VERITAS, motherboards, RAM, Servers, Solaris, Troubleshooting, Windows 95 - 10

**Education**

* Bachelor’s Degree in Computer Science with emphasis in Technical Management (BSTM), Devry University.
* Applied Associates of Science Degree in Computer Science, Heald College.

**Trainings and Certifications**

* A+ Certified Technician.
* Dell Certified Systems Expert (DCSE).
* Total Quality Management (TQM).
* Beginning to Intermediate Adobe Photoshop.

**Summary of Experience;**

**Geosyntec Consultants, Inc. Oakland, CA February 2019 – November 2020**

Lead Desktop Support Technician

* I manage the western region, my office is based in Oakland, CA. My area includes Walnut Creek, Sacramento, Fresno and Portland Oregon.
* On boarding, off boarding, imaging, deploying new laptops and desktops.
* Setting up serves, installing switches.
* Deploying VOIP phones for the western region.
* Deployed new iOS and Android phones for new hires, installed MFA (multi-factor authentication). Cisco DUO for security and O365 to get their email. Also troubleshoot any issues that may arise.

**United Parcel Service IT Technical Support Group April 2018 – November 2018**

Consultant, managing 7 buildings UPS SCS small package buildings.

Lead Desktop Support Technician

* Deploying new laptops and desktops with Windows 10 for all users after the 3 year warranty is up.
* Setting up new servers and switches for IDF and MDF rooms at each of the 7 sites.
* Preparing for the HP Managed Print Services that is coming in the last quarter of this year.
* Ran the whole west coast pre-check systems for all computers that ran the delivery the process of packages.
* Before the items came from OAK airport, that was very important because if one computer was down it was all hands-on deck to resolve that issue.
* Also dealing with upgrades for 75% of UPS proprietary software, hardware and other devices for daily delivery.

**E2 CONSULTING ENGINEERS, INC. Emeryville, CA February 2018 – March 2018**

Consultant\Windows 10 Enterprise deployment

* Admin for all of Microsoft Office Suite O365, SharePoint Online, OneDrive for Business, Skype for Business.
* Admin for Azure Active Directory (AAD) using MS Intune, a cloud service that provides mobile device management.
* Onboarding, off boarding for new hires and consultants leaving and join the company
* This was a mom-and-pop size business in for the Emeryville office.
* Deployed new iOS and Android phones for new hires, installed MFA (multi-factor authentication). Cisco DUO for security and O365 to get their email. Also troubleshoot any issues that may arise.

**Chevron Federal Credit Union Oakland, CA November 2017 – February 2018**

Consultant\Desktop Support Analyst

* Helping with Service now tickets for internal employees only, Virtual Desktop Interface for remote branches.
* LANDesk \ Ivanti for imaging laptops, desktops corporate wide with Windows 10.
* The main purpose for this position was to upgrade the Oakland office to Win 10
* They all were on Win7 because of banking software. I set up a bunch of VDI until the vendors would catch up Win10 requirements
* Part of the outsourcing team for remote helpdesk management.
* Used Zoom, Slack and Lync.

**Kaiser SRF/SRO San Rafael, CA / Santa Rosa, CA April 2017 – October 2017**

Sr. Desktop Support Technician

* Build computer systems via Symantec Endpoint (AppOS) with images for various departments at
* Both hospitals and the numerous Medical Office Buildings, resolve trouble tickets via Remedy ticketing system. Scan the latest hardware to be deployed system wide for asset management.
* Part of the team that rolled out Office 365 and Windows 10 for the North Bay.
* For all of the doctors and with new laptops and the end users’ desktops.

**AAA Mountain West Group Walnut Creek, CA July 2016 – March 2017**

IT Field Support Technician Sr.

* Bomgar remote sessions to resolve AAA branch issues for seven western states.
* Salesforce Service Desk Now is our ticketing system for all issues.
* Setup and install software and hardware for end users at Corporate Headquarters
* Office 365 Migration to G Suite which is now Google Workspace.
* Imaged laptops/desktops via MDT/SCCM for new hires and replacement PC’s
* Any issues I could not resolve remotely, my area was all AAA branches from Sacramento to Yreka deploying DMV POS machines and the like.
* Also set up video conferencing for users that needed it. (Lync, Webex, Zoom and the like)

**Fundingcircle San Francisco, CA September 2015 – March 2016**

## US Corporate IT Support Engineer

* Build, configure and deploy end-user laptops and VoIP Phones.
* Resolve internal IT issues/requests.

Manage Active Directory GPO’s for the Domain.

Troubleshoot TCP/IP utilities for Mac OS X and Windows.

Admin for RingCentral, Office 365 Office 2013-2016, Adobe Creative Suite and Google.

* Troubleshoot productivity software installed on end-user laptops and mobile devices.
* Manage Octa for universal directory for single sign on for AD.
* Installed Bitlocker for file encryption for laptops.
* Provision access to printers, shared files, and other corporate services.
* Coordinate with internal stakeholders to aid with seamless on/off-boarding of end-users.
* Implemented Jira for planning, tracking and managing tasks and ticketing system.
* SharePoint Administrator, Deploy Windows 10 via SCCM/MDT.
* Setup Zoom and Lync for users.

**University of CA Office of the President, Oakland, CA November 2014 – September 2015**

Lead Information Technology Services Desk Side Cloud Technician

* Led a team from 3-7 Service Desk Technicians to support 4 building locations and over 2000 users state wide
* Migrated over 6000 users from Windows XP to Windows 7 64-bit Enterprise.
* We place all user’s data in the cloud via Citrix XenApp, mainly make a P drive in the cloud.
* Then we came back to upgrade their OS of their device via SCCM 2012.
* All laptops get Check Point Full Disk Encryption Software Blade.
* SharePoint group user via Project Manager access rights
* **Office 365 Migration to G Suite which is now Google Workspace.**
* IBM Big Fix ensures the latest patched across the network are up to date.
* System Admin roles, add/remove devices to the domain name/rename in AD.
* Create a folder named Cloud Desktop on user desktop where P and O drives is in the cloud.
* Remap Network drives, printers and any other special mailboxes, folders/paths.
* SCCM/MDT images for various departments for the UCOP system

**Esurance, San Francisco, CA December 2013 – May 2014**

**MIS Systems Administrator**

* Assists Desktop Engineering with troubleshooting and resolving infrastructure, server, and application issues.
* Performs system monitoring, identifies network problems, and communicates recommendations for solutions.
* Consults with users and performs technical tasks such as installing, configuring, maintaining, troubleshooting, and repairing of desktop computer hardware and software, network printers and related peripherals according to company standards
* Performs day-to-day services, support and assistance with various Windows 2003/2008/Windows 7 applications and systems
* Develop and create processes and procedures to improve the efficiency of providing effective end user support. Ensure all processes and procedures are documented in End-User Support Handbook
* Maintain a secure and safe environment by ensuring all security patches and new anti-virus definition files are deployed to all workstations

**Summit Alta Bates – CA Pacific Medical Center, SF, CA March 2013 – November 2013**

**Lead Desktop Technician**

* Led a team from 5-20 Technicians to cover 9 hospital locations
* Responded to Remedy trouble tickets, Break/Fix issues.
* Imaged Microsoft Windows XP Professional and Windows 7 computers via Active Directory
* Installation of computer peripheral interfaces and/or mobile computer devices
* Installation of various software applications including Microsoft Office
* Installation and configuration of printers
* Configuration of wireless/mobile computers carts
* Migrated data from XP to Win7

**UCSF San Francisco, CA February 2013 –March 2013**

**Desktop Field Technician**

* Installation of Business, Educational, & Security Software.
* Setting up new systems and printers on UCSF network.
* Protection and Removal of Malware/Virus infections.
* Assistance resolving Email and Connectivity issues.
* Customizing secure remote access to office systems.
* Windows XP to Windows 7 Enterprise and Macintosh system upgrades.
* Hard Drive & Memory upgrades

**Morgan Stanley/Smith Barney, San Francisco, CA December 2012 – February 2013**

**Lead Windows 7 Deployment Technician**

* Led a team of myself and three other technicians to deploy windows 7 to their Northern California Branches.
* Made sure that the migration of each office went smoothly, at each office we would do a discovery of all computers and network printers.
* Make sure the machine name and or IP address were correct to our excel spreadsheet before we pushed the new OS.
* For the “Go-Live” I was the only tech on site to resolve any issues that would arise, I would quickly put the fires out.

**Kaiser Permanente, Oakland, CA February 2012 – July 2012**

**LAN Administrator**

* Support complex Local Area Networks for Kaiser in Oakland, for CCA for NCAL Dept
* Configuration, training, installation, maintenance, support and documentation of hardware/software
* Monitors server performance, network capacity and security issues, perform tech refreshes.
* Support telecommuters remotely, pushing software via SAT tool, also working with SCCM.
* Migrated new hires laptops and desktops from XP to Windows 7.

**Navis / Cargotec, Oakland, CA July 2011 – January 2012**

**PC Deployment -Helpdesk Technician**

* Deploying 450 + Lenovo laptops and desktops to Navis’s global workforce.
* Migrating users from ZGN to MCINT domain via Cargotec’s Active Directory.
* Companywide migration from XP to Windows 7 64bit Enterprise and updating users profiles.
* Managing my ticket queue from Cargotec’s proprietary OneDesk ticketing system. (Remedy)
* Migrated data from XP to Win7

**California Bank & Trust, Oakland, CA November 2010 – March 2011**

**Field Service Engineer**

* Responsible for upgrading computers and migrating 16 branches in Northern California from Win XP to Win7 for virtualization on their new servers. Installing new HP Laptops and Desktops also installing new HP Printers.
* Responding to Remedy tickets Level 1 and 2 from my queue and dispatched to resolve issues for Northern Cal what we cannot do remotely.
* Migrated data from XP to Win7

**Trader Joes, San Francisco, CA** **August 2010 – November 2010**

**Deployment Contractor / FSE**

Upgraded most of the Trader Joes stores in Northern California POS equipment, new roll out of - NCR RealPOS™ DynaKey, Epson receipt printers, VeriFone MX800 ATM card readers and newer faster Computers, also done Server Preventive Maintenance.

**Key Curriculum Press, Emeryville, CA June 2010 – August 2010**

**Helpdesk / Assistant Systems Administrator**

* Provide technical support to local and remote employees with Level 1 and 2 technical problems via Remedy trouble ticketing system, Citrix troubleshoot issues involving desktops, laptops software, and hardware or network services. Installs, configures, troubleshoot hardware, software, laptops, workstations, servers, printers, phones, video conference units and mobile devices.
* System Administration on Windows 2000/2003/2008 Server, Active Directory, Domain Administration
* Create and maintain user account information, upgraded from Win XP to Win7.
* Diagnose, troubleshoot, and resolve Enterprise-level issues for the company.

**California State Automobile Association, Walnut Creek, CA October 2009 – May 2010**

**Desktop Support Engineer/ OSA for HP at AAA**

* On-site System Administrator for HP at CSAA, lead technician for Managed Print Service
* Remedy for trouble ticket systems, Level 1, 2 and 3 for HP and remote access.
* Managed HP print services for HP for Northern California, Nevada and Utah
* Maintained enterprise environment: anti-virus, anti-spam, firewall, patching, two-factor authentication, hard disk encryption. Trend Office scan, IBM Big fix, Encryption Anywhere, Cisco Security Agent, RSA, Checkpoint.

**Bay Area College Planners, Oakland, CA November 2008 –September 2009**

**Desktop Support / MIS**

* Manage the Network, Server, Computers, Printers, VoIP phones.
* Plan and purchase any hardware and software that is needed.

**Kaiser Permanente, Oakland, CA July 2008 – October 2008**

**Deployment Contractor / Sr. Desktop Support Engineer**

* Part of team that the supported Regional Labs, Clinical Technology and Facilities Construction in Berkeley, CA  
  Resolved trouble tickets with Remedy, installation of hardware and software.
* Setup and Install Desktops and Laptops and Network Printers.
* Push software and remote break/fix
* One of the Lead Technicians on the PCI Project to roll out the VeriFone Card Readers/ Epson Printers to all Northern California and Central Valley.
* Trained end users.
* Desktop Project lead.
* Provide PC support.
* Pushed software.

**Wachovia, Oakland, CA January 2008 - July 2008**

**Lead Tech Support Analyst**

* Led a team of four Technicians for deploy/support troubleshoot all Printers problems and coordinated the installations and repairs with vendors.
* Part of Desktop Support Team to restack all users for Wachovia's takeover of World Savings at the Oakland Headquarters and in San Leandro, CA.
* Set up user accounts and internet connections.
* Re-image all Desktop/Laptops and printers to Wachovia from World Savings.
* Provided PC support and trained end users on new corporate policy
* Resolved trouble tickets via Nagios

**PG&E, San Francisco, CA September 2007 - January 2008**

**Consultant / Instructor**

* Contracted to teach two classes of about 30 students each Math/Computer skills for PG&E jobs.

**Nokia of North America, San Francisco, CA June 2007 - September 2007**

**Consultant / NOC Operator**

* Responsible for the maintenance of over 400 servers for North America, about 72 for China and 47 for Europe.
* Desktop Project lead.
* Responsible for software and hardware support.
* Making sure their N-Gage gaming sites stayed up and running around the world with the service monitoring software from Nagios.

**Palmera Realty and Mortgage, San Francisco, CA November 2006 – May 2007**

**Consultant / MIS/Tech Support**

* Hardware and software support for the users on the Windows 2003 server,
* Setup email accounts for the users in the office.
* Basic trouble shooting - break fix issues.

**Piczo, Inc., San Francisco, CA July 2006 – November 2006**

**Consultant / NOC Administrator**

* Managing 32 racks of about 340 HP Linux/Windows servers, including installation, setup, cable management, labeling and dealing with vendors on break fix issues.
* Desktop Project lead.
* Updating the master spreadsheet with latest information for the company's Intranet.

**Northrop Grumman, San Francisco, CA January 2006 - July 2006**

**Consultant / HP Field Service Engineer**

* Dispatched to repair HP Linux/Windows Servers, Workstations, Desktops Laptops and LaserJet MFP's FRU (Field Replaceable Units) in San Francisco and Northern Peninsula. Also becoming HP Certified. My Area was Highway 92 to Santa Rosa.

**Kaiser Permanente, Oakland, CA October 2005 – January 2006**

**Consultant / IT Specialist**

* Part of the virus remediation team to eradicate and update the whole Kaiser network in the Eastbay of about 3000 desktops and laptops.
* Windows/Novel environment, Installing Microsoft patches and updates, Tivoli, EPO, McAfee and Kaiser’s propriety software to over four thousand computers.

**Clorox, Oakland, CA September 2004 – April 2005**

**Consultant / On Site Systems Administrator (OSA) HP Technician**

* Contracted to work for Hewlett-Packard managing 97 printer units in the 24 story building in downtown Oakland headquarters of Clorox, setting up, repairing and mapping in a mixed environment of Windows/Novel.
* Phone support for the 2400 users in the Oakland building and users nationwide.
* Ordering parts, supplies as needed and directing HP FSE's to the floors needed to repair and or replace HP MFP units.

**Western Addition Technology Center, San Francisco, CA June 2003 – January 2004**

**Consultant / MIS**

* Rebuilding their Network from the ground up with Windows 2000 Server environment, Setting up their File Server for the their network, also setting up their Print Server for networked printers, both thru Compaq/HP Proliant DL380 Generation 2 Servers on the back end and 2 Dell Pro Edge servers on the front end.
* Upgrading and repairing about 17 out of the 70 computers throughout the building.

**Unisys Corporation, San Francisco, CA November 2002 – November 2003**

**Consultant / FSE**

* Contracted to go out in the field to repair laptops and desktops and workstations computers in corporate locations with Linux/Windows/Novel environments.
* Also became DCSE (Dell Certified System Expert).

**San Francisco Unified School District May 2002 – August 2002**

**Consultant / Network Engineer**

* Contracted to re-wire two classrooms and the library to the internet, upgraded the network at John Swett Elementary School.
* Also repaired and upgraded Mac's and PCs in a Windows/Mac environment along the way.

**Limbach & Limbach L.L.P., San Francisco, CA July 1999 - February 2001**

**Assistant System Administrator/Help Desk/Tech Support**

* Responded to user's technical questions over the phone, email or in person
* Supported 500 users in San Francisco and San Jose offices, troubleshooting any problems that might arise on a daily basis and keep a log on every user that contacted my department.
* Hardware Technician - Upgraded hard drives, video cards, NIC's, added RAM and repaired systems that were repairable. Replaced power supplies, motherboards and other defective components.
* Software Technician - Installed the appropriate software for the users either off the network or directly from disk. Resolved software-related issues as quickly as possible.
* Postmaster - Completely manage, track, forward, respond to anything that had to do with sending and receiving any email on the entire network.
* Network Administrator - Added and configured new workstations in a Novel/Windows environment, set up user's accounts, installed system-wide software, performed procedures to prevent the spread of viruses.
* Allocated mass storage space.
* Implemented Firewall protection for the network. Also performed the daily backup of the network with VERITAS Backup Exec.
* Upgraded from Novell to Windows NT Server and from Netscape Mail Server to Exchange. After disbanding, as postmaster I was responsible for redirecting all attorneys' email to their new places of practice.